



COMMISSION COMMENTS

A quarterly Civil Service newsletter for City of Columbus employees ♦ October 2002

POLICE COMMUNICATIONS TECHNICIAN TESTING

Applications are now being accepted for the Police Communications Technician test. These employees are responsible for taking calls and dispatching police officers.

To qualify you must have completed the twelfth grade of high school or have obtained your GED. In addition, you will be required to fill out a short background questionnaire along with an application. Communications technicians are required to meet the same background removal standards as police officers, except for those related to traffic tickets. To see a copy of the Background Removal Standards, stop by the Commission offices or view them on our website at

http://www.csc.cmhmetro.net/Pages/police_entry.htm.

In addition to the background standards, you can also go online to fill out your application for this position. Log on to <http://www.csc.cmhmetro.net> and click on Police Communications Technician at the bottom of our home page. You do not need to have a computer

or an e-mail address to apply online. It can be done at a public library or anywhere else you can access the Internet.

The Commission has a new computerized test package for this position which is a simulation of the actual job. Applicants will sit at the computer and hear instructions over a headset. They will then be required to perform multiple tasks on the computer. While this may be stressful for some people, it does give you a good idea of what communications technicians must handle.

This exam is being scheduled in the Commission's Testing Center through December 7, 2002. Sessions are scheduled for one week in October, November, and December. Applicants will be given the choice of several times per day to schedule. Also, the Testing Center will offer Saturday testing during these testing sessions. Apply by November 22, 2002 to get started on the path to this rewarding career.



Michael B. Coleman, Mayor

Priscilla R. Tyson, President
Grady L. Pettigrew, Jr., Member

Barbara Gates McGrath,
Executive Director



COMMISSION Q & A

*A new feature of the Commission Comments will be a regular question and answer session based on feedback from our July survey. We will start by answering some of the questions asked by employees in the returned surveys. For future issues, we will address questions sent in by employees. Please send any questions to **Brenda Sobieck** at the Civil Service Commission.*

Q: *How can I have the Commission review the pay rate for my classification?*

A: Actually, the Commission does not handle pay issues. These decisions are made within the Department of Human Resources or through the collective bargaining process.

The City has a Compensation Manager responsible for reviewing all compensation issues. When the Commission staff creates a new job classification and it is approved at a Commission hearing, the specification is then sent to the Compensation Manager for a pay rate assignment.

Q: *What are some of the repercussions of requesting a job audit for my position?*

A: If a job audit finds that you are misclassified, your Department has two options. They must either, 1) change the work that you do or, 2) change your job class to the new one identified by the audit. However, in order for you to be appointed to the new job class, you must meet the minimum qualifications and pass the exam for that classification. The new job class could involve more or less money than the current job class.

In addition, if you are reallocated to a new classification, this changes your date of rank. The new appointment date becomes your date of rank. This is important because it will affect the date when you receive performance reviews. It will also affect merit pay review dates for CMAGE and AFSCME employees.

HOW IS INFORMATION GATHERED FOR A TEST?

Have you ever wondered how Civil Service gathers information to develop an examination? Each examination is designed to test the knowledge, skills, and abilities for each classification. Last quarter we explained how we begin our process with job observations, and questionnaires to determine what type of information is important and should be included on the examination. We then review that information and ensure that skills from all positions in a classification are included.

Another information gathering tool in the process of creating a test is the use of Subject Matter Experts, or SMEs. These individuals are considered experts because they work in the position, or supervise the position for which the examination is being created. They will review much of the material we plan to include in an examination. The use of SMEs is a very important part of the process. These individuals ensure that our overall interpretation of the information gathered previously is accurate. We may also contact other agencies, but no one knows what you do, and what applies to the City of Columbus, as well as you! That is why we ask for City employees' help to create the best possible examination.

It is extremely important that each examination we administer fits the classification. This way, those individuals who do well on the examination will also do well on the job. Thank you for your continued support in working with Civil Service, and remember to contact us with questions or concerns you may have with any Civil Service Policy or Procedure. Please contact Sheri LaVette, our Employment Consultant at 645-7708, or email sherilavette@csc.cmhmetro.net.

